



advanced network systems

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JOB DESCRIPTION

Systems Administrator/Managed Services Engineer (Tier 3)

Full-Time | Exempt | Remote

Our Systems Administrator/Tier 3 Managed Services Engineer provides a variety of remote Level 1-3 technical support services for clients related to the operation, administration and remediation of network hardware, operating systems, applications, and network services. This customer-facing position has daily contact with clients and vendors of varying technical knowledge and is focused on providing high-quality phone/remote support and remediation services. As a Tier 3 Engineer, this position is also responsible for mentoring Tier 1-2 level Engineers and responding to and resolving cases and trouble tickets that are escalated beyond the Tier 2 Engineer's capability.

Areas of Responsibility

- Monitor, respond to, and resolve requests for technical assistance received through the Technical Assistance Center (TAC), as well as tickets which are escalated to us from our 3rd party RMM/NOC provider.
- Open, manage and close service order tickets in a real-time service environment.
- Perform analysis, troubleshooting and problem resolution, when possible, within a variety of network environments.
- Resolve advanced issues and tickets that are escalated from lower-level Engineers.
- Assist with training and mentoring of Tier 1-2 Engineers.
- Provide internal support of Advanced Network Systems' own end users (employees).
- Utilize and maintain the helpdesk/service ticket tracking software.
- Utilize, configure, and maintain 3rd party RMM/NOC provider software.
- Maintain customer network documentation.
- Generate customer network diagrams when required.
- Assist with management of 3rd party RMM/NOC providers.
- Performs other duties as requested, directed, or assigned.

Required Knowledge and Experience

- Associates degree in information technology or related field, or any combination of education, training and/or experience that fulfills the requirements of the position.
- Must have documented knowledge of local area data networking (hardware/software/protocols and best practices), network security and Microsoft server system administration.
- Must be able to learn quickly, work independently with or without direct supervision, and function effectively in a team environment.
- Minimum of 5 years of System Administration or Network Engineer experience.
- Must understand the remote support and troubleshooting processes for software, hardware, networking, and peripheral equipment.
- Proficiency in Microsoft Desktop/Server OS (domain environment), Microsoft Exchange, Firewalls/UTM Security, Storage/SANs, Switches, VMware, or Microsoft Hyper-V.
- Knowledge of standard Microsoft Productivity Applications such as Microsoft Office and Outlook. Familiarity with all major web browsers including Google Chrome and Mozilla Firefox.
- Working knowledge of Apple operating systems and various hosted applications such as Google's G-Suite and Microsoft's Office 365 desirable.

Requirements and Work Environment

Must be able to work in a variety of physical positions including sitting, standing, walking, talking, climbing steps; must be able to effectively use computers and a variety of other communication devices. Light lifting, carrying, and moving of items within the office environment is sometimes required. The regular work environment is primarily indoors in environmentally controlled conditions, but may occasionally involve other environments.

This is a full-time position. Normal hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m ET or other equivalent hours established by department manager. Participation in an after-hours on-call rotation is required. Some overtime and after-hours work is expected due to the nature of the work being performed.

No significant travel is expected for this position; some local travel to customer sites may be required based on department workload requirements. Must be able to operate a motor vehicle, have a valid driver's license, clean MVR, and reliable transportation to commute to a client location or our company office, when and if needed.

Must be able to pass criminal background verification as well as obtain/maintain Virginia DCJS certification credentials.

About Advanced Network Systems, Inc.

Founded in 1996, Advanced Network Systems delivers industry-leading cybersecurity and network management solutions for small and mid-sized organizations throughout Virginia and West Virginia. Our signature managed security and managed IT programs are designed to reduce the risk, cost, and complexity of managing network operations. Whether our clients are a growing small business, government entity or school, we offer a complete service experience that leverages innovative technology and expert advice to achieve our clients' goals. For more information visit us at www.getadvanced.net.

How to Apply

To be considered for this position, qualified candidates should submit an up-to-date resume, along with a short message describing why they believe they would make a great addition to our team. Send information to: humanresources@getadvanced.net.

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